

Position Description

Position:	Consultant
Reports to:	Consulting & ICT Services Manager
Last review:	August 2016

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for over 25 years.

With over 100 staff across Australia and New Zealand we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve family violence, homelessness, mental health and issues facing ageing, disabled and Indigenous communities.

Our products and services are used by nearly 5000 organisations across the sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide service coordination systems to IT advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the quality of life of the most vulnerable people in our community and drive social inclusion. We believe no-one should be left behind in today's digital world.

Purpose / Job Summary

The Consultant is responsible for providing high quality consulting services to Infoxchange staff and clients to help them get the value from information technology.

This role reports to the Consulting & IT Services Manager and works closely with the other members of the team.

A driver's licence is required for this role.

Key Objectives

To help organisations improve their digital capability and use information technology effectively through the provision of consulting, analysis and advisory services.

Key Working Relationships

- » Infoxchange clients and potential clients
- » Business Development & Partnerships Manager

- » Consulting & IT Services Manager
- » Consulting & IT Services Staff

Key Duties and Responsibilities

1. Contribute to winning new business (10%)

- » Contribute to tenders and proposals
- » Maintain client relationships and develop new professional relationships to win new business

2. Provide high quality IT advice and deliver on project outcomes (70%)

- » Provide high quality analyst, consulting and advisory services to help organisations make the best use of technology
- » Work independently and lead small projects and tasks, always ensuring delivery quality
- » Work as part of a team on larger projects to deliver client solutions
- » Undertake project tasks including data analysis, report writing, systems design, development, training and requirements analysis
- » Help to manage projects effectively deliver project and financial outcomes

3. Develop personal and organisational capabilities (20%)

- » Develop consulting and technical skills
- » Improve Infoxchange processes, procedures, services and capability

Note: Responsibilities stated above reflect the primary functions of this job and should not be construed as an exhaustive list of duties

Key selection criteria

Knowledge, experience and skills

To succeed in this role at Infoxchange, you will be:

- » intelligent and academically accomplished
- » able to undertake structured analyses in a logical and efficient manner
- » able to demonstrate excellent written and oral communication skills
- » comfortable working autonomously and in a self-managed way, using initiative to draw on the expertise of those around you
- » able to analyse and process quantitative data
- » able to design and build data collection systems (surveys, excel spreadsheets, and /or simple applications).
- » passionate about the non-profit sector

Desirable skills and experience include:

- » knowledge and experience leveraging cloud and application development technologies including SharePoint, Excel , Access, HTML and JavaScript
- » presenting information to and training audiences

Personal attributes

- » enthusiastic, curious and willing to learn
- » well organised with the ability to manage multiple pieces of work in an organised manner
- » enjoy working with people and organisations to get the best out of technology

Employment Conditions

- » Working business hours with flexibility as required.
- » Permanent, full time position.
- » Full Drivers Licence
- » Richmond based